



Loaner Pool Guidelines

April 2014

Users may borrow equipment from the [HQ Equipment Loaner Pool](#) for up to 2 calendar weeks for NASA official business. To better balance resources, and in an attempt to meet all customer needs, a 24-hour lead time is requested. The Loaner Pool in Room 4J65 is staffed Monday through Friday, from 8 a.m. to 5 p.m.

Loan Agreement

A user who wishes to borrow equipment from the Loaner Pool must sign a Loan Agreement – NASA Form 892. This agreement, which is available from the Loaner Pool Manager, states the following information:

- Borrower's name
- Item being requested
- Date item is needed
- Planned return date
- Domestic or international travel
- Other pertinent information

Equipment loans for more than 2 weeks must be requested through your IT POC and require ITCD approval.

Return Date Policy

If the user returns the equipment on or before the return date, then no further user interaction is necessary.

Equipment Not Returned

If the user does not return the equipment on or before the return date, the following occurs:

1. The Loaner Pool Manager sends a reminder e-mail to the user (with a copy to the HQ IT Asset Manager) requesting the loaned equipment be returned.

If the equipment is returned within one business day, no further user interaction occurs.

2. If the equipment is not returned within one business day, the Loaner Pool Manager notifies the HQ IT Asset Manager and the user's IT POC that loaned equipment has not been returned as scheduled.
3. The HQ IT Asset Manager then contacts the user requesting the loaned equipment be returned.

If the equipment is returned within one business day, no further user interaction occurs.

4. If the equipment is not returned within one business day, the HQ IT Asset Manager escalates the issue to ITCD management.

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Extending the Return Date

If the user wishes to briefly extend the return date, it is the judgment of the HQ IT Asset Manager as to whether the user demonstrates sufficient cause:

If	Then
Sufficient Cause	<ul style="list-style-type: none">• The user is granted a return date extension.• No further user interaction occurs until the new return date.
Without Sufficient Cause	<ul style="list-style-type: none">• The HQ IT Asset Manager notifies the user's IT POC to either facilitate the return of the loaned equipment, or to assume the financial responsibility for the equipment.• If the IT POC facilitates the return of the loaned equipment, no further user interaction occurs.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>